

## Medicaid Appointment Standards

| General   | Specialty  | Maternity   | Behavioral Health   |
|---|--|---|---|
| Emergency Services – Available twenty-four (24) hours a day, seven (7) days a week. | Emergency Services- Immediate  | Emergency Services- Immediate   | Emergency Services- Within twenty-four (24) hours of request. Immediate treatment for a potentially suicidal individual |
| Emergency Primary Care Provider (PCP)- Available same day                           | Urgent Care PCP- Available within forty-eight (48) hours of referral | Initial Prenatal Care- First Trimester-Within three (3) weeks of first request                              | Routine Care- Within seven (7) calendar days of request   |
| Urgent Care PCP- Available within two (2) calendar days                             | Routine Care-Available within three (3) weeks of member request      | Initial Prenatal Care- Second Trimester- Within seven (7) calendar days of first request                    |   |
| Routine Care- Available within three (3) weeks of member request                    |  | Initial Prenatal Care- Third Trimester-Within three (3) calendar days of first request                      |   |
|   |  | Initial Prenatal Care- High Risk Pregnancies- Within three (3) calendar days of identification of high risk |   |